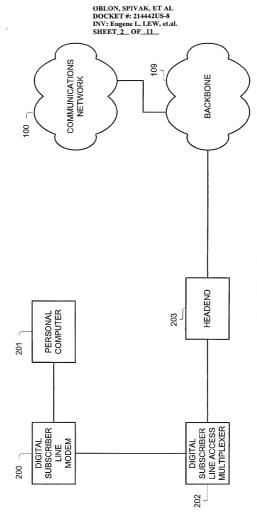
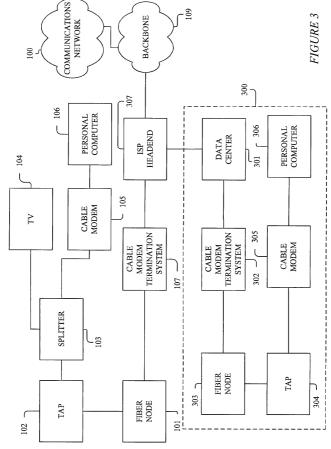


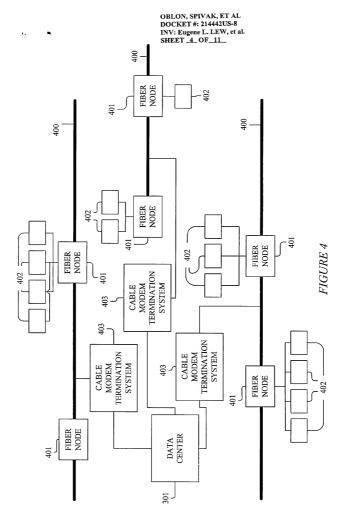
FIGURE 2

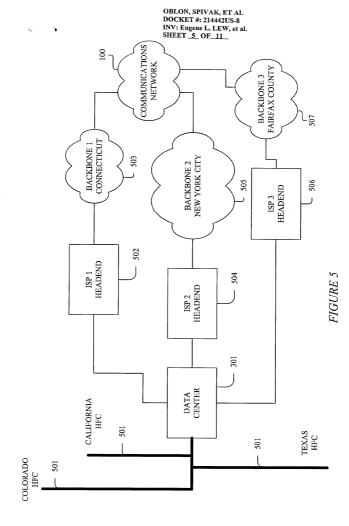


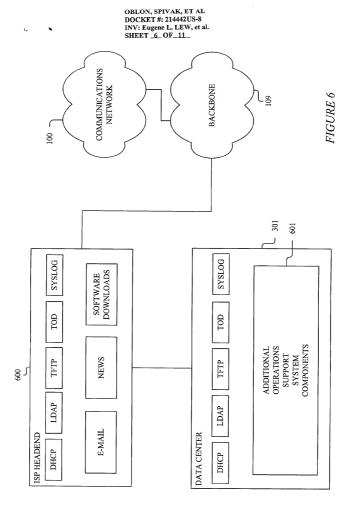
BACKGROUND ART

OBLON, SPIVAK, ET AL DOCKET #: 214442US-8 INV: Eugene L. LEW, et al. SHEET 3 OF 11 109 FIGURE 3 BACKBONE 300 307 PERSONAL COMPUTER 306 HEADEND DATA CENTER ISP 1 ۲<u>ق</u>

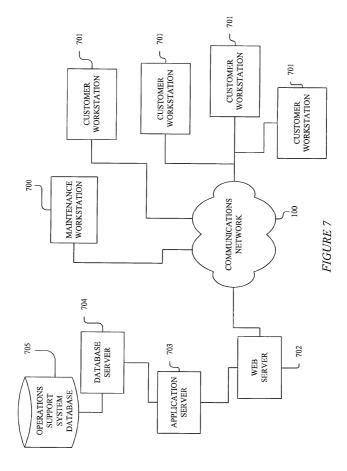








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OBLON, SPIVAK, ET AL DOCKET #: 214442US-8 INV: Eugene L. LEW, et al. SHEET <u>8</u> OF_11_

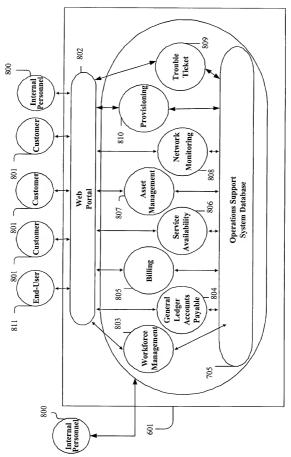


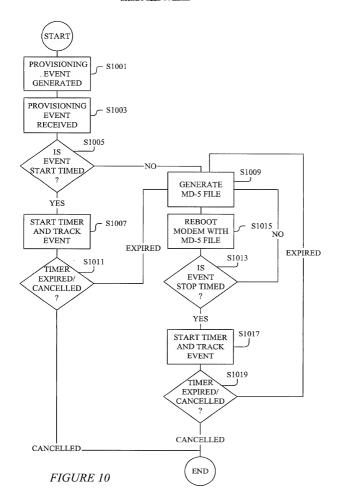
FIGURE 8

-'-	SHEET 9 OF 11										
END-USER BILL INFO	END-USER BILL INFO	END-USER BILL INFO		END-USER BILL INFO	END-USER BILL INFO	END-USER BILL INFO	END-USER BILL INFO			END-USER	BILL INFO
A	C	٧	ISP 2	В	В	В	٥	ISP 3		¥	
1	1	1		2	2	2	2			"	,
1	3	9		2	5	7	∞				
					<u> </u>	_		<u> </u>			
OPERATIONS SUPPORT SYSTEM DATABASE	END-USER BILL INFO	END-USER	BILL INFO								
	CUSTOMER PLAN	A	В	၁	A	В	A	В	ر)	
	CUSTOMER ID	1	2	П	3	2	1	2	ί	4	106
	END- USER ID	П	2	ю	4	5	9	7	8	5	6

FIGURE 9

ISP 1

OBLON, SPIVAK, ET AL DOCKET #: 214442US-8 INV: Eugene L. LEW, et al. SHEET _10_ OF_11_



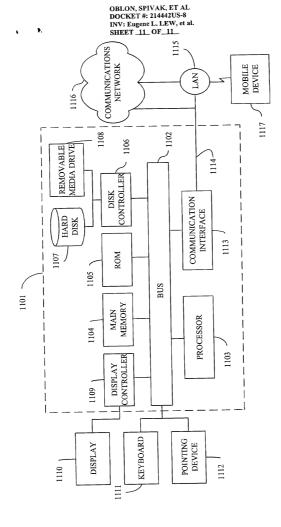


FIGURE 11